

FREQUENTLY ASKED QUESTIONS

Question 1. How do I get deployment orders to lower the rate on my star card?

Answer 1. Call the Rear Detachment ACS Desk at 239-1703/1709 and give them your husbands full name, rank, social security number, and company. The rear detachment will fax the orders and a memorandum stating your husband is assigned to the unit to AAFEES. We will call you back to let you know AAFEES received the info. Current processing time at AAFEES is 30 days. Call AAFEES to check on status of request at 1-877-891-7827.

Question 2: How do I get deployment orders to get out of contracts with creditors?

Answer 2: Call Rear Detachment ACS Desk at 239-1703/1709 and give them your husbands full name, rank, social security number and company. We will generate a memorandum saying your husband is assigned to the unit and attach the official deployment orders. Come to the Family Readiness Center and pick up the orders at the 1-34 AR Rear Detachment Desk the next day.

Question 3: I want to move home, live off-post, and want the government to move and store my household goods at no cost to me.

Answer 3: Storage of household goods by the government is only paid for if the following circumstances apply:

- a. Single soldiers (in barracks)
- b. Soldier married to another service member and both are deployed
- c. Single parents when Family Care Plan requires the dependant to leave the residence.

NOTE: If these apply, there is no entitlement to receive both BAH and payment for storage costs.

Question 4: I got married just before the deployment and do not have an ID card, TRICARE enrollment or government housing.

Answer 4: Stop by the Rear Detachment office and speak with SGT Redding. He will fill out all required paperwork to get you enrolled in DEERS, get an ID card and start BAH. Bottom-line, we will get help get you all the entitlements you deserve.

Question 5: How do I start an allotment?

Answer 5: You need a Special Power of Attorney (SPOA) that specifies that you are allowed to start / stop allotments. Bring that to the Rear Detachment office and we will get the required paperwork started and submit it to Finance for you with a copy of the SPOA. NOTE: If you do not have the SPOA, we cannot start allotments.

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Question 6: If I do not have a Special Power of Attorney (SPOA), how do I get one?

Answer 6: The only person who can get you a SPOA is your spouse. Although communications are limited, you should send him a letter and let him know your requirements. Full legal support is available in Iraq but it will take time to get processed over there. Be patient, it is possible but *your spouse* is the only one who can grant you SPOA.

Question 7: My husband called me from Iraq and told me where he was going and when. Why can't the Rear Detachment confirm or deny if this is true?

Answer 7: Often times your husband will call you and tell you of events that the Rear Detachment has no knowledge of. Our communications with the command group is also extremely limited for the time being. Unless the command contacts us and releases information, we will NEVER speculate, address rumors, or otherwise confirm events of which we have no knowledge. As soon as we receive information, we call the FRG chain of concern and post it on the battalion website.

Question 8: I live on-post and want to go home for a few weeks / months but still keep my quarters. What do I need to do?

Answer 8: Complete the "Extended Absence from Quarters" form and bring it to the Housing Office, Building 45, on main post. If your absence is greater than 30 days, you must have signatures from a friend / neighbor that agrees to watch your house and take care of outside maintenance. You also need the signature of the Rear Detachment Commander, CPT Jurand.

NOTE: If you do not inform housing of your departure, housing can declare your quarters as abandoned, move your household goods and assign your quarters to another family in your absence.